



# Harrah's Philadelphia

*A Winning Community Partnership*

CAESARS ENTERTAINMENT, INC.

# Our Team



**John Koster**  
Eastern Region President



**Chris Albrecht**  
General Manager



**Bessie Sacco**  
Vice President & Chief  
Counsel, Regional Operations



**Patty  
Cain**  
VP of Human Resources



**Nicholas  
Capriotti**  
VP of Finance



**Matthew  
Conner**  
VP of Security & Facilities



**Nateasha  
Palmateer**  
Compliance Manager





**John Koster**

*Eastern Region President*

- 43 years of hotel and gaming experience in 5 countries and 9 states
- 30 years experience as a General Manager or Regional President
- Named Eastern Region President in June 2021 with direct oversight of operations of five properties:
  - Harrah's Philadelphia (PA)
  - Caesars Atlantic City (NJ)
  - Harrah's Atlantic City Resort & Casino (NJ)
  - Tropicana Atlantic City (NJ)
  - Horseshoe Baltimore (MD)



## WHO WE ARE

Caesars Entertainment joins two successful gaming leaders, Caesars Entertainment and Eldorado Resorts, who have come together to create the largest and most diversified collection of destinations across the U.S.

Boasting many of the world's most prestigious gaming brands, including Caesars Palace®, Harrah's®, Horseshoe®, Eldorado®, Silver Legacy®, Circus Circus® Reno and Tropicana®, among many others, we are the global leader in gaming and hospitality. While each of our over 50 world-class resorts offer its own unique amenities, all share a common goal of providing unparalleled family-style service and exhilarating experiences.



**53 Properties in 16 States and Canada**



**500+ Restaurants & Bars**



**\$10B+ Annual Revenues**



**9,000 Entertainment Shows**



**115M Annual Guest Visits**



**350+ Retail Stores**

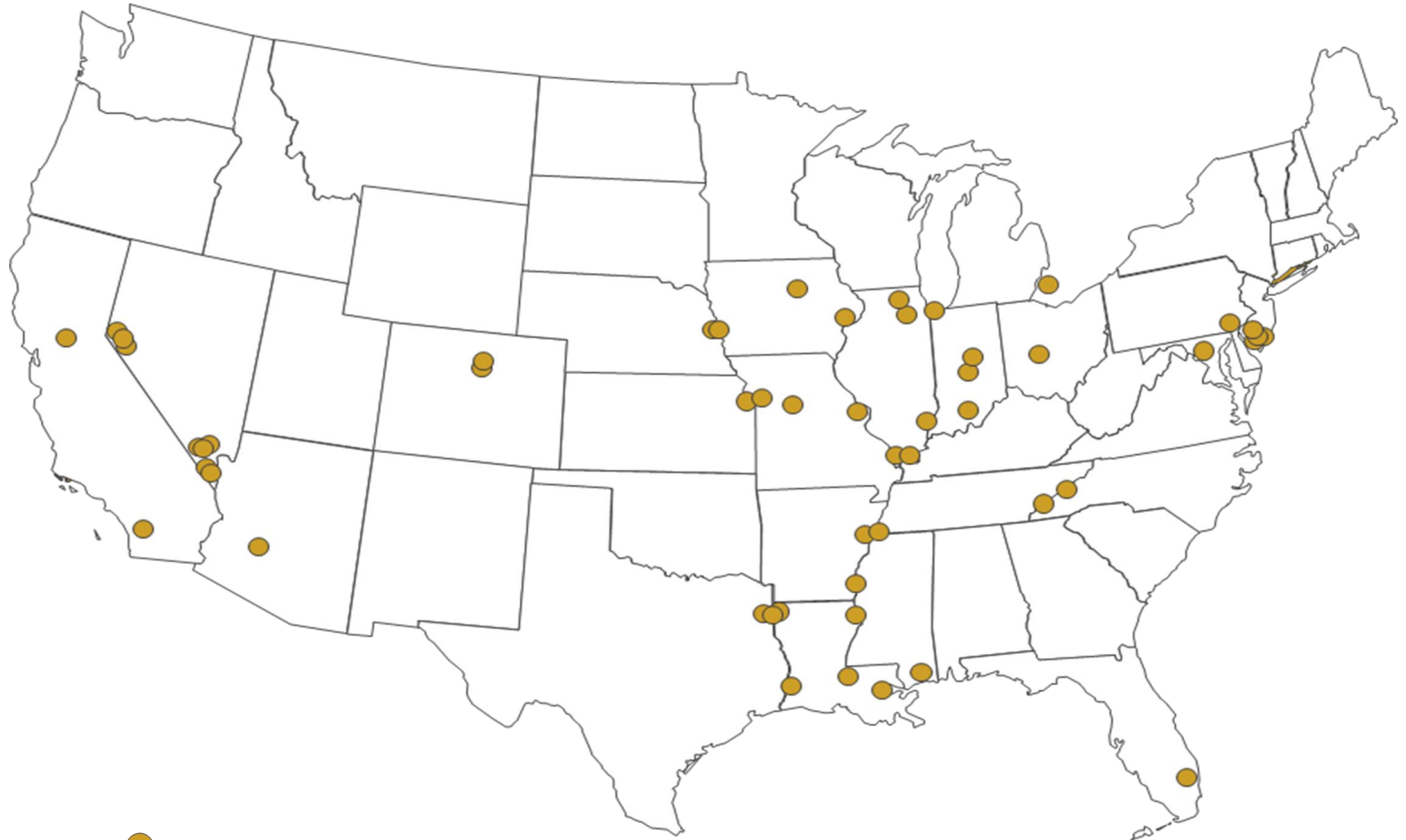


**47,000 Hotel Rooms**



**16,000 Meetings**

# Broad National Footprint and Reach





# A Promise Made...



# ...A Promise Kept



## Overview

- Conversion of a 64-acre brownfield site
- 200,000 sq. ft. casino
- 5/8-mile Harness Racetrack
- 14,000 sq. ft. Convention/Meeting center
- Restaurant complex
- Over **\$470M** invested capital

## Major Accomplishments

- **\$4.2B** in Gross Gaming Revenue
- Welcomed over **42 million visitors**
- **\$494M** in salaries and wages paid
- **\$1.8M** in charitable contributions
- **76%** of Team Members are PA residents; **45%** are local to Delaware County

## Generated over \$2.3 Billion In Taxes and Fees





# State-of-the-Art Gaming Experience



## 100,000 square feet of brick-and-mortar gaming space...

*1,700 Slots and Video Poker*



*77 Table Games*



*Caesars Sportsbook*



## ...and access to premier online gaming brands

*Caesars Sportsbook App*



*WSOP.com*



*Caesars Online Casino*





# Food & Beverage



# Commitment to Property Reinvestment



## Since our last renewal...

- **\$16.5M** on Caesars Sports Book (incl. license fee)
- **\$10M** iGaming Licensing Fee
- **\$6.5M** in general capital maintenance spend
- **\$4.5M+** in new slot product (last three years)
- **\$1.3M** spent to re-carpet entire gaming floor
- **~\$1M** in Racetrack improvements





# Commitment to Our Guests



# Commitment to Harness Racing



## Harness Racing Contributions

- PA Horse Racing Development Fund: **\$382M**
- PA Horse Harness Association Fees: **\$32M+**
- PA Pari-mutuel Taxes: **\$10M+**

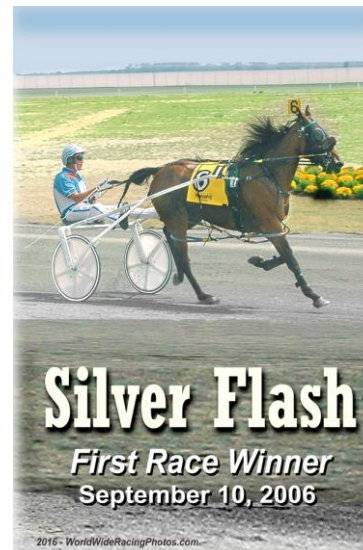
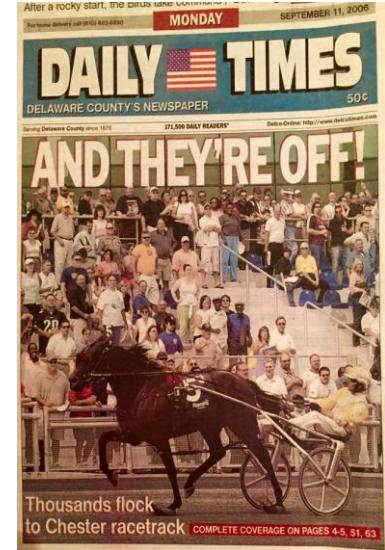
**Caesars has created a Senior Vice President of Racing role to lead the racing business**

**Racing Operations – 70+ jobs including affiliated vendors**

**Live racing April through December**

- 5/8-mile Harness Track
- Dedicated Races for PA Sired/Owned horses
- Business remains strong: 2 of the Top 5 highest grossing handle days of all-time occurred May 2021

**Average ~\$160k in daily purses**





# Over \$2 Billion in Taxes & Fees Generated



<i>(in millions)</i>	Slots <sup>(a)</sup>	Tables <sup>(b)</sup>	Sportsbook <sup>(c)</sup>	iGaming <sup>(d)</sup>	Total
Commonwealth of Pennsylvania	\$1,175.3	\$102.3	\$2.1	\$7.3	<b>\$1,287</b>
PA Race Horse Development Fund	\$382.4	\$0.0	\$0.0	\$0.0	<b>\$382</b>
Economic Development Fund	\$177.3	\$0.0	\$0.0	\$0.0	<b>\$177</b>
Local - City & County	\$303.8	\$46.3	\$0.1	\$4.0	<b>\$354</b>
Section 1401 Assessment to Commonwealth	\$67.1	\$12.7	\$0.0	\$0.0	<b>\$80</b>
Initial License Fee	\$50.0	\$16.5	\$10.0	\$10.0	<b>\$87</b>
<b>Total</b>	<b>\$2,156</b>	<b>\$178</b>	<b>\$12</b>	<b>\$21</b>	<b>\$2,367</b>

a. Launched January 2007

b. Launched July 2010

c. Launched January 2019

d. Phased launches: Slots/Tables in April 2020; WSOP in July 2021

# Our Code of Commitment



Our Code of Commitments governs the conduct of our business. It's a public pledge to our **employees, guests, communities and the environment** that we will honor the trust placed in us and operate responsibly.

## OUR CODE OF COMMITMENT IS OUR PLEDGE TO:



### EMPLOYEES

To treat them with respect and provide satisfying career opportunities



### GUESTS

To promote Responsible Gaming



### COMMUNITIES

To help make a healthy and vibrant place to live and work



### ENVIRONMENT

To be responsible stewards of the environment



# Who We Are



- 59% of our team are **minorities**
- 41% of our team are **women**
- 76% of our employees are **PA residents**
- 45% of our employees are **Delaware County Residents**
- 36% of our employees are **union affiliated**



# Creator of Family Sustaining Jobs



**Total Salaries & Wages Paid since opening: \$494M**

**Total Employee Taxes & Benefits Paid: \$229M**

- Comprehensive insurance coverage (Enhanced in 2021)

## **Additional Benefits Offered**

- One free meal per shift
- 401k Match
- Paid Time Off/ Flexible Time Off
- Employee Assistance Program
- Tuition Reimbursement
- Caesars Cares Program
- Bonus and Incentive Programs
- Employee Discounts
- Paid Table Games Training On Site
- Payment of licensing fees on license renewals
- Gratitude Bonus (2021)
- COVID vaccinations offered on-site

## **COVID Care**

- 1<sup>st</sup> Closure: Team members paid for two additional weeks
- 2<sup>nd</sup> Closure: Team members paid throughout
- Benefits covered from the first closure through July 31<sup>st</sup> for furloughed team members





# Continuing to Grow Our Team



We've maintained our commitment to recruiting locally and onboarding new team members throughout the pandemic, and we're proud to have been recognized as **a top place to work in the Philadelphia area 5 of the last 6 years**



# Leaders In Responsible Gaming



- Responsible Gaming is the foundation of Caesars Entertainment's Code of Commitment
- **First casino company to offer** nationwide self-exclusion and self-restriction programs
- Developed the industry's **first-ever broadcast** advertising campaign
- **First to establish** a national toll-free hotline in partnership with the National Council on Problem Gambling
- Company leadership received **first corporate award given** by National Council on Problem Gambling
- Innovative responsible gaming training **for all employees**, developed by scientists and clinicians



## Enhanced measures to mitigate unattended minors

### Partnering with OEC to enhance existing protocols and procedures

#### Enhancements to Our Coverage

- Partnering with Chester Police to complete frequent garage patrols
- Created a **24/7** exterior rover position

#### Enhancements For Our Team

- New patrol vehicle
- New highly visible uniforms with strobing safety lights
- RG and unattended minor training is mandatory for **all new team members** with annual refresher training required for **all existing team members**

#### Enhancements to Our Facility

- Upgraded 34 cameras to HD in high-risk areas
  - Valet Lobby: 2 PTZ cameras, 3 fixed cameras
  - 2<sup>nd</sup> Floor/Terrace: 1 PTZ camera, 4 fixed cameras
  - Garage: 19 PTZ cameras (in process)
  - Flat Lot: 4 PTZ cameras
  - Facilities building: 1 fixed camera
- Upgrading flat lot to LED Lighting
- 78 signs located **at all entrances and throughout the property** reinforcing our policy on unattended children





# Community Commitment



## **\$1.8M** In Charitable Contributions since opening

- Chester Education Foundation
- Chester Resident Scholarship Fund
- Chester Senior Center
- CityTeam Chester
- CRC Watersheds
- Crozer Library
- Delaware County Literacy Council
- Domestic Abuse Project of Delaware County
- Riverfront Alliance of Delaware County
- Salvation Army of Chester
- United Way of Greater Philadelphia and Southern New Jersey
- Walk to Work Program
- Walnut Street Elementary School



# Community Commitment



## Harrah's Employees Reaching Out (HERO) Program

- Over **8,400 volunteer hours** in 2019

## Leadership Team Serves on Many Local Community Organizations

- Asian American Chamber of Commerce of Greater Philadelphia
- Boys & Girls Club of Chester
- Chester Education Foundation
- CityTeam Chester
- Crozer Library
- Delaware County Chamber of Commerce
- Delaware County Literacy Council
- Greater Philadelphia Chamber of Commerce
- Riverfront Alliance of Delaware County
- United Way of Greater Philadelphia and Southern New Jersey





# Community Commitment



## We are a large purchaser of local and PA products & services

### Non Construction Gaming Service Providers

Year	LBE	MBE/WBE	Total
FY 18/19	\$3,070,415	\$2,510,168	\$12,725,632
FY 19/20	\$2,999,436	\$1,980,213	\$8,887,377
FY 20/21	\$1,113,916	\$1,161,279	\$7,967,081

### Construction Gaming Service Providers

Year	LBE	MBE/WBE	Total
FY 18/19	\$272,692	\$957,474	\$2,800,721
FY 19/20	\$1,309,038	\$37,539	\$4,788,859
FY 20/21	\$60,719	\$1,085	\$858,187



**T·FRANK McCALL'S INC.**  
S I N C E 1 8 7 6

**Hobbs and Company, Inc.**



# In Closing

We continue to be a proud resident of the City of Chester and Delaware County. We've been a revenue generator, job creator and active member of the community for almost 15 years and look forward to many more years of our mutually beneficial partnership. Thank you.

